About the Education Achievement Authority: The Education Achievement Authority believes in disrupting the status quo in order to ensure a high-quality education for all students. Under the new leadership of the Chancellor, the EAA is committed to being a system of high-performing schools and not a school system. We believe that ALL of our students can and will achieve. We are always looking at ways to improve while enhancing the great work that our teachers, leaders and support staff do on a daily basis. Join our team!

JOB TITLE: Technology Operations Manager

REPORTS TO: Chief Technology Officer

SUMMARY of POSITION:

The candidate selected for this position will be responsible for leading a team managing the operations of the district including software and hardware installation/configuration/planning/integration,   Absolute Manage/Absolute Service MDM and Service Desk as well as maintenance of the Windows environment and upgrades and supporting tools and systems (Windows Administration/AD environment, SCCM, VMware, etc.) Primary Work location will be 50% Headquarters (300 River Place) and 50% in district schools in Detroit as required.

PRIMARY DUTIES AND RESPONSIBILITIES:

The successful candidate should be able to lead, assist and provide a range of technological and administrative services to include the following responsibilities:

Main Job Tasks and Responsibilities

Position Responsibilities:
- Provides leadership as manager of the end user tech support staff (~12 Techs)
- Assists the overall server administration and applications support, including Active Directory and DNS
- Lead the development and deployment of imaging, patching, software upgrades and performs ongoing systems monitoring
- Monitors the ongoing operation and performs activities to assist with performance tuning, troubleshooting of hardware, OS and application issues.
- Participates in organization's disaster recovery and business resumption planning, testing, and implementation.
- Participates in organization's emergency response planning, testing, and implementation.
- Maintains appropriate documentation on procedures, configurations, and equipment inventory.
- Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure computing infrastructure.

- Works closely with outside application developers and/or service providers to support operations and implement new technology solutions to meet the organization's needs.
- Participates in evaluating new academic software projects to determine impacts and configurations.
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Additional Skills Desired
- Apple Systems management (MDM is Absolute Manage)
- Office 365 Administration and Management
- Light Networking
- Application configuration and installation
- Usage of a full support suite preferably Absolute Manage but anything in the Alteris, Systems Center are is a plus
- Scripting, GPO's, AD

Qualifications:

- Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
- Strong organizational, analytical and problem-solving skills.
- Bachelor's degree in Computer Science or related area or equivalent experience.
- 2 years IT Team Management experience in a structured Service Desk environment (ITIL/MOF)
- 4 years of desktop management experience including imaging, patching, software pushes etc.
- Minimum 4 years of experience handling or managing responsibilities involving Windows server installation, configuration, administration, maintenance, and support.
- Experience with doing or managing installation, configuration, and administration of the following technologies: Microsoft Active Directory Domains and Forests, Microsoft Office 365, Microsoft Identity Lifecycle Management (ILM)/Forefront Identity Manager and Microsoft SharePoint
- Good understanding and experience in key network technologies such as DNS, DHCP and networking protocols such as TCP/IP, etc.
- Working knowledge of Microsoft Windows operating systems
- Proven hands on experience with VMware, Hyper-V or other virtualization platform.

FILING DEADLINE:	Posted until filled
SALARY:	Commensurate with experience
LENGTH OF WORK YEAR:	Twelve (12) Months (school year)
EFFECTIVE DATE:	Immediately

METHOD OF APPLICATION: All interested candidates should submit a letter of application and current resume to:

Carla West
Human Resources
Education Achievement Authority of Michigan
300 River Place, Suite 3600 Detroit, Michigan 48227
By Email – EAAjobs@eaaormichigan.org